

Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the First Quarter of 2006

This Page Pursuant to Administrative Code Part 730 Section 115

Operator Answer Time - Toll and Assistance - Section 730.510(a)(1)

	January	February	March	Qtr Average
IL TOTAL	3.34	3.38	3.41	3.37

Operator Answer Time - Information - Section 730.510(a)(1)

	January	February	March	Qtr Average
IL TOTAL	5.22	5.21	5.01	5.15

Repair Office Answer Time - Section 730.510(b)(1)

	January	February	March	Qtr Average
IL TOTAL	42.15	19.75	48.80	38.44

Business or Customer Service Answer Time - Section 730.510(b)(1)

Customer Class	January	February	March	Qtr Average
Consumer	56.68	34.57	46.50	46.50
Business	94.54	94.47	121.18	104.40
IL TOTAL	60.90	42.44	56.40	53.72

Percent of Service Installations - Section 730.540(a)

Geographic Area	January	February	March	Qtr Average
IL Bellwood	99.14%	99.02%	99.33%	99.18%
IL Chicago Beverly	99.06%	99.52%	99.58%	99.39%
IL Chicago Loop	98.84%	98.95%	98.84%	98.87%
IL Chicago Montrose	98.60%	99.21%	99.61%	99.18%
IL Chicago Prospect	99.03%	98.91%	99.39%	99.13%
IL Chicago Ronald St.	98.96%	99.03%	99.42%	99.16%
IL Chicago Stewart	98.99%	99.15%	99.20%	99.12%
IL Cicero	99.39%	99.44%	99.26%	99.36%
IL East St.Louis	98.95%	99.06%	99.19%	99.07%
IL Evanston	98.08%	96.37%	98.64%	97.77%
IL Gurnee	98.60%	99.35%	97.54%	98.42%
IL Kankakee	99.08%	99.14%	99.24%	99.15%
IL McHenry	99.28%	98.98%	99.09%	99.12%
IL Montgomery	98.78%	99.30%	98.67%	98.91%
IL Orland	98.19%	98.41%	98.34%	98.31%
IL Peoria	99.34%	99.41%	99.40%	99.38%
IL Rockford	99.29%	99.25%	99.46%	99.34%
IL Springfield	99.19%	99.72%	98.59%	99.14%
IL St. Charles	98.87%	98.93%	98.85%	98.88%
IL Unknown	100.00%	100.00%	100.00%	100.00%
IL TOTAL	98.93%	99.02%	99.03%	98.99%

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Percent Out of Service Lines Repaired in < 24 hours - Sec. 730.535(a)

Geographic Area	January	February	March	Qtr Average
IL Bellwood	88.51%	96.45%	97.42%	93.71%
IL Chicago Beverly	90.60%	95.11%	97.13%	94.15%
IL Chicago Loop	95.96%	97.60%	97.48%	96.98%
IL Chicago Montrose	93.14%	96.34%	98.12%	95.83%
IL Chicago Prospect	91.19%	95.07%	98.00%	94.70%
IL Chicago Ronald St.	89.13%	94.74%	96.45%	92.98%
IL Chicago Stewart	94.36%	95.58%	96.24%	95.27%
IL Cicero	93.10%	97.04%	97.33%	95.67%
IL East St.Louis	96.84%	93.92%	98.98%	96.98%
IL Evanston	93.09%	97.31%	97.56%	95.65%
IL Gurnee	93.92%	97.58%	96.52%	95.93%
IL Kankakee	88.00%	97.21%	97.10%	93.55%
IL McHenry	89.12%	98.29%	95.93%	94.27%
IL Montgomery	86.92%	93.43%	96.21%	92.41%
IL Orland	93.62%	97.62%	98.01%	96.28%
IL Peoria	98.34%	99.19%	99.19%	98.86%
IL Rockford	87.91%	97.99%	96.76%	93.85%
IL Springfield	95.50%	97.87%	96.28%	96.38%
IL St. Charles	92.23%	97.17%	98.19%	95.83%
IL Unknown	81.82%	92.31%	91.30%	87.93%
IL TOTAL	91.90%	96.57%	97.26%	95.09%

Trouble Reports per 100 Access Lines - Section 730.545(a)

Geographic Area	January	February	March	Qtr Average
IL Bellwood	1.55	0.95	1.28	1.26
IL Chicago Beverly	3.01	1.94	2.72	2.56
IL Chicago Loop	0.76	0.67	0.73	0.72
IL Chicago Montrose	1.52	1.05	1.50	1.36
IL Chicago Prospect	2.48	1.79	2.32	2.20
IL Chicago Ronald St.	2.18	1.26	1.75	1.73
IL Chicago Stewart	3.26	1.91	2.62	2.60
IL Cicero	1.99	1.27	1.90	1.72
IL East St.Louis	1.23	0.91	1.45	1.20
IL Evanston	1.69	0.94	1.40	1.34
IL Gurnee	1.12	0.86	1.09	1.02
IL Kankakee	2.23	1.35	1.76	1.78
IL McHenry	1.24	0.87	1.16	1.09
IL Montgomery	1.25	0.92	1.56	1.24
IL Orland	1.33	0.96	1.20	1.16
IL Peoria	1.04	0.65	0.98	0.89
IL Rockford	1.37	0.88	1.33	1.20
IL Springfield	1.17	0.82	2.01	1.34
IL St. Charles	0.96	0.70	1.00	0.89
IL Unknown	2,029.09	1,874.55	4,233.33	2,703.05
IL TOTAL	1.51	1.02	1.47	1.34

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Percent Repeat Trouble reports - Section 730.545(c)

Geographic Area	January	February	March	Qtr Average
IL Bellwood	8.59%	9.65%	8.51%	8.83%
IL Chicago Beverly	11.25%	11.32%	11.96%	11.51%
IL Chicago Loop	9.43%	9.53%	9.35%	9.43%
IL Chicago Montrose	8.87%	7.86%	8.03%	8.30%
IL Chicago Prospect	11.04%	9.54%	8.97%	9.90%
IL Chicago Ronald St.	9.19%	9.35%	9.63%	9.37%
IL Chicago Stewart	12.53%	9.58%	10.06%	10.97%
IL Cicero	10.08%	10.64%	7.01%	9.09%
IL East St.Louis	11.36%	8.66%	8.80%	9.65%
IL Evanston	7.14%	7.95%	7.07%	7.30%
IL Gurnee	6.68%	7.82%	6.91%	7.08%
IL Kankakee	10.28%	10.89%	10.78%	10.59%
IL McHenry	8.13%	7.80%	7.79%	7.92%
IL Montgomery	11.46%	7.93%	7.53%	8.94%
IL Orland	9.46%	10.44%	8.58%	9.42%
IL Peoria	7.38%	6.98%	6.94%	7.12%
IL Rockford	8.62%	9.10%	7.19%	8.22%
IL Springfield	10.48%	9.64%	5.91%	7.98%
IL St. Charles	7.78%	7.45%	6.62%	7.27%
IL Unknown	0.18%	0.00%	0.04%	0.07%
IL TOTAL	9.29%	8.95%	8.00%	8.74%

Percent of Installation Trouble reports - Section 730.545(f)

Geographic Area	January	February	March	Qtr Average
IL Bellwood	11.09%	9.55%	9.99%	10.21%
IL Chicago Beverly	14.99%	14.63%	13.89%	14.48%
IL Chicago Loop	9.44%	9.83%	9.95%	9.74%
IL Chicago Montrose	13.06%	11.55%	12.93%	12.54%
IL Chicago Prospect	14.19%	13.90%	13.77%	13.94%
IL Chicago Ronald St.	11.64%	10.88%	11.11%	11.20%
IL Chicago Stewart	15.07%	13.88%	14.12%	14.34%
IL Cicero	10.65%	10.36%	10.16%	10.38%
IL East St.Louis	8.86%	7.04%	8.06%	7.98%
IL Evanston	10.44%	9.16%	10.24%	9.97%
IL Gurnee	8.69%	8.54%	8.74%	8.66%
IL Kankakee	11.89%	11.57%	10.70%	11.37%
IL McHenry	7.77%	7.96%	6.69%	7.41%
IL Montgomery	10.52%	11.61%	10.56%	10.89%
IL Orland	8.04%	7.15%	8.36%	7.88%
IL Peoria	9.81%	6.94%	6.88%	7.82%
IL Rockford	8.01%	7.69%	8.16%	7.97%
IL Springfield	7.01%	6.70%	7.21%	6.98%
IL St. Charles	9.22%	9.63%	7.82%	8.83%
IL Unknown	0.00%	0.00%	0.00%	0.00%
IL TOTAL	10.53%	9.97%	9.97%	10.15%

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Missed Repair Appointments - Section 730.545(h)

Geographic Area	January	February	March	Qtr Average
IL Bellwood	17	12	1	10
IL Chicago Beverly	22	11	12	15
IL Chicago Loop	18	8	11	12
IL Chicago Montrose	26	11	4	14
IL Chicago Prospect	47	38	4	30
IL Chicago Ronald St.	42	20	8	23
IL Chicago Stewart	37	13	163	71
IL Cicero	24	15	11	17
IL East St.Louis	4	5	4	4
IL Evanston	26	8	10	15
IL Gurnee	13	13	7	11
IL Kankakee	22	11	13	15
IL McHenry	13	4	8	8
IL Montgomery	10	19	14	14
IL Orland	14	8	4	9
IL Peoria	4	2	14	7
IL Rockford	7	4	12	8
IL Springfield	11	4	8	8
IL St. Charles	10	13	18	14
IL Unknown	0	0	1	0
IL TOTAL	367	219	327	304

Missed Installation Appointments - Section 730.545(d)

Geographic Area	January	February	March	Qtr Average
IL Bellwood	19	21	24	21
IL Chicago Beverly	27	14	25	22
IL Chicago Loop	38	19	53	37
IL Chicago Montrose	24	30	24	26
IL Chicago Prospect	33	35	55	41
IL Chicago Ronald St.	47	20	42	36
IL Chicago Stewart	37	29	34	33
IL Cicero	27	21	19	22
IL East St.Louis	17	12	18	16
IL Evanston	28	29	51	36
IL Gurnee	29	27	35	30
IL Kankakee	38	31	31	33
IL McHenry	28	18	27	24
IL Montgomery	40	31	32	34
IL Orland	64	61	64	63
IL Peoria	19	5	13	12
IL Rockford	10	7	10	9
IL Springfield	14	9	20	14
IL St. Charles	42	48	51	47
IL Unknown	23	2	46	24
IL TOTAL	604	469	674	582

Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the First Quarter of 2006

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Out of Service Over 24 Hours Credits

January 2006

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Out of Service Periods Falling Into the Following Ranges of Hours:					Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		25-48	49-72	73-96	97-120	over 120		
IL Bellwood	\$709.98	231	31	4	2	2	906	0
IL Chicago Beverly	\$294.74	161	7	2	1	0	482	0
IL Chicago Loop	\$116.69	67	6	1	0	0	346	0
IL Chicago Montrose	\$161.44	130	7	0	0	0	476	0
IL Chicago Prospect	\$243.17	189	6	0	0	0	575	0
IL Chicago Ronald St.	\$820.45	228	36	9	5	2	547	0
IL Chicago Stewart	\$208.16	103	10	1	0	0	473	0
IL Cicero	\$353.58	176	21	2	0	0	674	0
IL East St.Louis	\$64.25	35	3	0	0	0	92	0
IL Evanston	\$421.32	141	34	3	0	0	820	0
IL Gurnee	\$365.45	92	26	0	0	1	366	0
IL Kankakee	\$880.02	211	46	9	1	1	604	0
IL McHenry	\$653.20	156	44	3	1	0	385	0
IL Montgomery	\$576.73	212	29	2	0	1	231	0
IL Orland	\$234.58	129	12	1	0	0	271	0
IL Peoria	\$97.97	14	4	2	0	0	78	0
IL Rockford	\$252.19	134	10	3	1	0	201	0
IL Springfield	\$122.88	59	5	1	0	0	72	0
IL St. Charles	\$272.03	135	12	0	1	0	307	0
IL Unknown	\$259.79	34	5	4	2	0	16	0
IL TOTAL	\$7,108.62	2,637	354	47	14	7	7,922	0

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2006, AT&T Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. AT&T serves more than 5 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

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Out of Service Over 24 Hours Credits

February 2006

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Out of Service Periods Falling Into the Following Ranges of Hours:					Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		25-48	49-72	73-96	97-120	over 120		
IL Bellwood	\$91.33	46	0	0	2	0	232	0
IL Chicago Beverly	\$108.20	44	4	1	0	0	192	0
IL Chicago Loop	\$31.07	33	1	0	0	0	220	0
IL Chicago Montrose	\$71.87	48	2	1	0	0	304	0
IL Chicago Prospect	\$127.85	66	6	1	0	0	431	0
IL Chicago Ronald St.	\$99.45	66	4	1	0	0	302	0
IL Chicago Stewart	\$69.22	42	4	1	0	0	324	0
IL Cicero	\$79.54	39	1	2	1	0	232	0
IL East St.Louis	\$38.47	40	1	0	0	0	65	0
IL Evanston	\$53.99	36	3	0	0	0	213	0
IL Gurnee	\$36.82	30	1	0	0	0	170	0
IL Kankakee	\$108.88	34	0	1	2	0	158	0
IL McHenry	\$30.94	25	2	0	0	0	114	0
IL Montgomery	\$92.38	75	3	0	0	0	158	0
IL Orland	\$63.12	26	3	0	1	0	133	0
IL Peoria	\$10.35	4	1	0	0	0	46	0
IL Rockford	\$15.65	11	1	0	0	0	67	0
IL Springfield	\$26.09	20	1	0	0	0	57	0
IL St. Charles	\$57.57	38	1	0	1	0	199	0
IL Unknown	\$257.74	20	0	1	0	3	5	0
IL TOTAL	\$1,470.53	743	39	9	7	3	3,622	0

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Out of Service Over 24 Hours Credits

March 2006

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Out of Service Periods Falling Into the Following Ranges of Hours:					Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		25-48	49-72	73-96	97-120	over 120		
IL Bellwood	\$84.42	36	6	0	0	0	263	0
IL Chicago Beverly	\$98.25	42	0	1	0	1	251	0
IL Chicago Loop	\$46.30	42	2	0	0	0	262	0
IL Chicago Montrose	\$127.05	35	4	1	0	0	363	0
IL Chicago Prospect	\$33.05	39	0	0	0	0	374	0
IL Chicago Ronald St.	\$132.86	62	9	1	1	0	396	0
IL Chicago Stewart	\$101.09	55	4	1	0	0	343	0
IL Cicero	\$136.34	46	7	2	0	0	701	0
IL East St.Louis	\$18.32	14	1	0	0	0	73	0
IL Evanston	\$88.88	39	7	0	0	0	629	0
IL Gurnee	\$60.29	59	2	0	0	0	246	0
IL Kankakee	\$51.80	51	1	0	0	0	201	0
IL McHenry	\$58.50	67	0	0	0	0	203	0
IL Montgomery	\$98.67	73	4	0	0	0	642	0
IL Orland	\$70.60	33	1	0	0	1	139	0
IL Peoria	\$13.97	9	1	0	0	0	77	0
IL Rockford	\$37.26	34	1	0	0	0	121	0
IL Springfield	\$136.26	73	6	2	0	0	657	0
IL St. Charles	\$49.46	32	2	0	0	0	182	0
IL Unknown	\$471.75	32	1	1	2	4	13	0
IL TOTAL	\$1,915.12	873	59	9	3	6	6,136	0

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2006, AT&T Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. AT&T serves more than 5 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

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Delayed Instalation Credits

January 2006

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Delayed Installation Periods Falling Into the Following Ranges of Days:			Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		6-10	11	over 11		
IL Bellwood	\$349.75	12	0	1	164	0
IL Chicago Beverly	\$1,320.22	12	0	3	94	0
IL Chicago Loop	\$1,244.61	19	1	2	180	0
IL Chicago Montrose	\$995.38	17	1	1	215	0
IL Chicago Prospect	\$396.74	14	0	1	202	0
IL Chicago Ronald St.	\$505.12	15	1	1	177	0
IL Chicago Stewart	\$466.93	17	0	1	191	0
IL Cicero	\$248.66	9	0	0	95	0
IL East St.Louis	\$352.15	10	1	1	70	0
IL Evanston	\$517.40	15	0	1	140	0
IL Gurnee	\$242.21	9	0	0	140	0
IL Kankakee	\$402.11	13	1	0	154	0
IL McHenry	\$412.44	13	0	1	102	0
IL Montgomery	\$487.73	14	2	1	125	0
IL Orland	\$1,269.60	20	1	2	167	0
IL Peoria	\$190.48	4	1	0	59	0
IL Rockford	\$920.76	8	0	1	55	0
IL Springfield	\$1,088.76	15	0	4	76	0
IL St. Charles	\$615.48	18	2	0	160	0
IL Unknown	\$0.00	0	0	0	0	0
IL TOTAL	\$12,026.53	254	11	21	2,566	0

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Delayed Instalation Credits

February 2006

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Delayed Installation Periods Falling Into the Following Ranges of Days:			Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		6-10	11	over 11		
IL Bellwood	\$381.04	8	1	0	148	0
IL Chicago Beverly	\$382.11	6	0	1	98	0
IL Chicago Loop	\$5,403.59	14	1	6	154	0
IL Chicago Montrose	\$756.36	11	2	4	186	0
IL Chicago Prospect	\$1,281.73	21	0	2	267	0
IL Chicago Ronald St.	\$874.47	8	0	2	166	0
IL Chicago Stewart	\$694.52	26	0	0	176	0
IL Cicero	\$353.91	9	0	1	97	0
IL East St.Louis	\$1,292.96	17	0	2	79	0
IL Evanston	\$482.15	14	0	1	124	0
IL Gurnee	\$467.10	5	0	1	141	0
IL Kankakee	\$340.16	13	1	0	104	0
IL McHenry	\$482.33	15	0	0	108	0
IL Montgomery	\$836.07	13	0	3	88	0
IL Orland	\$779.92	23	1	2	141	0
IL Peoria	\$174.68	8	0	0	45	0
IL Rockford	\$530.10	8	0	2	52	0
IL Springfield	\$502.30	6	0	2	64	0
IL St. Charles	\$1,450.57	13	1	3	153	0
IL Unknown	\$96.11	2	0	0	0	0
IL TOTAL	\$17,562.18	240	7	32	2,391	0

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Delayed Instalation Credits

March 2006

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		6-10	11	over 11		
IL Bellwood	\$645.86	8	0	1	181	0
IL Chicago Beverly	\$205.02	9	0	0	107	0
IL Chicago Loop	\$398.69	18	0	0	192	0
IL Chicago Montrose	\$308.11	14	0	0	204	0
IL Chicago Prospect	\$374.63	17	0	0	266	0
IL Chicago Ronald St.	\$334.61	15	0	0	217	0
IL Chicago Stewart	\$369.06	17	0	0	203	0
IL Cicero	\$135.28	6	0	0	119	0
IL East St.Louis	\$1,150.31	5	0	2	75	0
IL Evanston	\$722.89	11	0	1	126	0
IL Gurnee	\$358.83	16	0	0	215	0
IL Kankakee	\$408.06	18	0	0	150	0
IL McHenry	\$149.68	7	0	0	139	0
IL Montgomery	\$352.27	16	0	0	159	0
IL Orland	\$2,174.09	23	0	2	183	0
IL Peoria	\$111.46	5	0	0	62	0
IL Rockford	\$89.05	4	0	0	77	0
IL Springfield	\$489.59	14	1	1	85	0
IL St. Charles	\$218.64	11	0	0	211	0
IL Unknown	\$209.58	8	0	0	0	0
IL TOTAL	\$9,205.71	242	1	7	2,971	0

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Missed Appointment Credits

January 2006

Geographic Area	Dollar Amount of Credits Given	Number of Customers Receiving Credits	Number of exemptions claimed for each of the categories identified in Section 732.30(e)
IL Bellwood	\$1,800.00	35	0
IL Chicago Beverly	\$2,450.00	49	0
IL Chicago Loop	\$2,800.00	56	0
IL Chicago Montrose	\$2,500.00	49	0
IL Chicago Prospect	\$4,000.00	80	0
IL Chicago Ronald St.	\$4,450.00	85	0
IL Chicago Stewart	\$3,700.00	72	0
IL Cicero	\$2,550.00	50	0
IL East St.Louis	\$1,050.00	20	0
IL Evanston	\$2,700.00	54	0
IL Gurnee	\$2,100.00	42	0
IL Kankakee	\$3,000.00	58	0
IL McHenry	\$2,050.00	40	0
IL Montgomery	\$2,500.00	48	0
IL Orland	\$3,900.00	75	0
IL Peoria	\$1,150.00	23	0
IL Rockford	\$850.00	17	0
IL Springfield	\$1,250.00	24	0
IL St. Charles	\$2,600.00	51	0
IL Unknown	\$1,150.00	23	0
IL TOTAL	\$48,550.00	951	0

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2006, AT&T Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. AT&T serves more than 5 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the First Quarter of 2006

This Page Pursuant to Administrative Code Part 732 Section 60

Missed Appointment Credits

February 2006

Geographic Area	Dollar Amount of Credits Given	Number of Customers Receiving Credits	Number of exemptions claimed for each of the categories identified in Section 732.30(e)
IL Bellwood	\$1,650.00	33	0
IL Chicago Beverly	\$1,250.00	25	0
IL Chicago Loop	\$1,350.00	27	0
IL Chicago Montrose	\$2,050.00	39	0
IL Chicago Prospect	\$3,650.00	72	0
IL Chicago Ronald St.	\$2,000.00	40	0
IL Chicago Stewart	\$2,100.00	41	0
IL Cicero	\$1,800.00	36	0
IL East St.Louis	\$850.00	17	0
IL Evanston	\$1,850.00	36	0
IL Gurnee	\$2,000.00	39	0
IL Kankakee	\$2,100.00	41	0
IL McHenry	\$1,100.00	21	0
IL Montgomery	\$2,500.00	50	0
IL Orland	\$3,450.00	67	0
IL Peoria	\$350.00	7	0
IL Rockford	\$550.00	11	0
IL Springfield	\$650.00	13	0
IL St. Charles	\$3,050.00	61	0
IL Unknown	\$100.00	2	0
IL TOTAL	\$34,400.00	678	0

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2006, AT&T Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. AT&T serves more than 5 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

Illinois Bell Telephone Company (AT&T Illinois)
Service Quality and Customer Credits Report for the First Quarter of 2006

This Page Pursuant to Administrative Code Part 732 Section 60

Missed Appointment Credits

March 2006

Geographic Area	Dollar Amount of Credits Given	Number of Customers Receiving Credits	Number of exemptions claimed for each of the categories identified in Section 732.30(e)
IL Bellwood	\$1,250.00	24	0
IL Chicago Beverly	\$1,850.00	37	0
IL Chicago Loop	\$3,200.00	64	0
IL Chicago Montrose	\$1,400.00	28	0
IL Chicago Prospect	\$2,950.00	59	0
IL Chicago Ronald St.	\$2,500.00	50	0
IL Chicago Stewart	\$9,850.00	197	0
IL Cicero	\$1,500.00	30	0
IL East St.Louis	\$1,100.00	22	0
IL Evanston	\$3,050.00	60	0
IL Gurnee	\$2,100.00	42	0
IL Kankakee	\$2,200.00	44	0
IL McHenry	\$1,750.00	34	0
IL Montgomery	\$2,300.00	45	0
IL Orland	\$3,400.00	66	0
IL Peoria	\$1,350.00	27	0
IL Rockford	\$1,100.00	22	0
IL Springfield	\$1,400.00	28	0
IL St. Charles	\$3,450.00	67	0
IL Unknown	\$2,350.00	47	0
IL TOTAL	\$50,050.00	993	0

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2006, AT&T Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. AT&T serves more than 5 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.